

**Alaska June 1, 2005 to May 31, 2006 Customer Contact Complaints: 4 total**

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
08/01/05	AK TTY user complains of garbling and incomplete messages from relay agent. Apologized for the problem, explaining I will let the relay technicians know the issue for investigation into the problem. **Entered TT 231336 No contact required.	08/01/05	TT result: tech found that there was no trouble after duplication testing calls. Suspected that TTY equipment could contribute some garbling.
10/14/05	On Wednesday evening 10/13/05 agent was placing a call to a voice person then there was a long delay and customer saw thank you for using AK Relay sksk. Agent hung up on caller. Agent must have heard tones and set up for TTY to TTY without asking. Thanked customer; said would forward to appropriate supervisor. No F/U needed.	10/14/05	Pulled operator for discussion and she did remember this call. We discussed correct call set up procedures for what to do when tty tones are heard.
11/04/05	TTY customer unable to dial toll free number via Relay service number can be dialed direct without problems (apologized for problem advised complaint and trouble ticket would be entered regarding this issue) T.T. 677546 Customer requests contact	11/04/05	TT result: tech found that 800 toll and send info to engineering to resolve bug and it will be fixed less than 20 days to be resolved. Attempted to contact customer but no response via phone. Will try to reach customer later. Informed customer that we identified the problem and resolve the networking. Customer was appreciated that she was informed about our progress to resolve.
03/16/06	Caller thinks that most agents at Alaska Relay are rude. Apologized and told caller I will forward complaint to the supervisor. Caller does not require call back.	03/16/06	Caller must provide agent IDs so agents can be coached.